

HELPFUL MEDICATION TIPS

- Know the names(s) and dosage(s) of your medication as well as why you are taking them.
- Be familiar with your medications; look for changes in color, size, shape, markings, and smell, if you notice something unusual contact your pharmacist.
- Take medications only as prescribed by your physician or other health care provider.
- Do not mix medications unless instructed by your physician. Inform your physician of all medications you take, including over-the-counter medications.
- All medications can produce actions or effects other than those desired. Contact your physician and pharmacist if symptoms occur.
- If you are pregnant or breast-feeding, check with your physician and pharmacist before taking any medication.
- Do not mix different medications in the same container. Keep medications in childproof containers and out of reach of children.
- Always take your medication with you to your health care provider appointments.
- When traveling, carry your medication with you, not in your luggage. Be sure to take enough medication to last through your trip.

Pharmacy Dispensing Policy

- All eligible beneficiaries must register with the Defense Enrollment Eligibility Reporting System (DEERS).
- The patient's ID card or a front and back photocopy of the ID must be shown when turning in or picking up prescriptions.
- New prescriptions must be filled within 1 year from the date they are written, except for controlled medications (i.e. Tylenol w/Codeine, Percocet, etc). Controlled medications must be filled within 30 days from the date they are written.

KNOWING YOUR PHARMACY OPTIONS

The TRICARE Pharmacy Benefit offers several convenient ways for you to have prescriptions filled depending upon your specific needs.

Military Treatment Facility (MTF) pharmacies are the least costly place for DoD beneficiaries to obtain prescription medications since MTF pharmacies do not charge co-payments. Please be aware that not all medications are available at MTF pharmacies. Each facility is required to make available medications listed on the Basic Core Formulary and may add additional medications to their local formularies based on the scope of care at each respective MTF. For a list of medications carried at RACH go to: www.rach.army.mil and select "Drug List."

The TRICARE Mail Order Pharmacy (TMOP) Program is less costly than retail network pharmacies for patients receiving maintenance medications, since a 90-day supply of most medications is available through the TMOP for the same co-payment as a 30-day supply in a retail network pharmacy. The co-pay is \$3 for formulary generic drugs, \$9 for formulary brand name drugs, and \$22 for non-formulary drugs.

The TRICARE Retail Pharmacy (TRRx) Program is more costly for DoD beneficiaries than MTF's or the TMOP, but is less costly than non-network pharmacies.. There are over 54,000 retail pharmacies in the Retail Pharmacy Program.

Non-network Retail Pharmacies are the most costly option to obtain your medications. Eligible beneficiaries usually receive reimbursement of 80% of the full retail price for medications, after they have met the TRICARE annual deductible amount which applies to services obtained from non-network pharmacies.

For more information on the TRICARE Pharmacy Benefit refer to the links or the phone numbers below:

TRICARE Pharmacy Benefit Information

1-877-DOD-MEDS (877-363-6337)

<http://www.tricare.osd.mil/pharmacy>

TRICARE Mail Order Pharmacy (TMOP)

1-866-DOD-TMOP (866-363-8667)

<http://www.express-scripts.com>

TRICARE Retail Pharmacy (TRRx)

1-866-DOD-TRRx (866-363-8779)



DEPARTMENT OF PHARMACY



**REYNOLDS ARMY COMMUNITY
HOSPITAL
4301 MOW-WAY ROAD
FORT SILL, OKLAHOMA
73503-6300**

JANUARY 2006

To Our Patients:

The Department of Pharmacy at Reynolds Army Community Hospital (RACH) is committed to excellence in patient care and customer service. It is our pleasure to assist you with all your medication needs. You are encouraged to ask your RACH pharmacy staff any questions relating to your medication and let us know what we can do to better serve you.

The RACH Pharmacy Automated Telephone System (Audiocare) and Web Refill are the fastest, easiest, most convenient ways to get your prescriptions refilled and obtain information about pharmacy services with 24-hour-a-day accessibility. You can refill a prescription or check on the hours of operation with the use of Audiocare. Walk-in refills are still processed at the Pharmissary from 0900—1800.

You have a choice of sites to pick up your refills for your convenience. The Pharmissary is located next to the commissary and the Main Pharmacy is located in the hospital.

In the event you have a problem, question, or concern, please contact any Department of Pharmacy staff member at 580-458-2443.

To Refill a Prescription by Phone:



STEP 1

Dial - 458-2442 or 458-2443

For Pharmissary site— **Press 1**

For Main Hospital site—**Press 2**

STEP 2

To refill or check on the status of a prescription—**Press 1**

STEP 3

Enter the last four (4) numbers of the sponsor's social security number followed by the pound key (#).

STEP 4

Enter the eight digits of the prescription number followed by the pound key (#).

STEP 5

To refill the prescription—**Press 1**

To check the status of the prescription—**Press 2**

The system will then inform you if the prescription is able to be refilled and when it will be ready.

We encourage you to fill all your prescriptions at one pharmacy for your safety and convenience.

To Refill a Prescription Online:



STEP 1

Log onto the RACH website: www.rach.army.mil

STEP 2

Click on Online Prescriptions Refill Service.

STEP 3

Follow the directions and be sure to select a pick up site.

AUDIOCARE OPTIONS

Choose the Main Hospital or Pharmissary site:

To refill a prescription or check on the status of a prescription— **Press 1**

For hours of operation— **Press 2**

For instructions on using the system— **Press 3**

For Information on our web site— **Press 4**

To speak with a pharmacy representative— **Press 5**

To be connected to voice mail— **Press 6**

To select a different location— **Press 7**

To repeat this menu— **Press***

If calling from a **rotary phone**, please call the Pharmissary at 580-442-2013.

Pharmacy Locations and Hours of Operation:

RACH Main Outpatient Pharmacy

Monday—Friday.....0800—1800

Saturday.....0900—1500

Sundays and Federal Holidays.....Closed

Pharmissary (Refills Only)

Located next to the Commissary

Monday—Friday.....0900—1800

Weekends, Training and Federal Holidays...Closed

READY TIMES

Pharmissary—Refills called into the Pharmissary site before 0900 are ready the same day after 1100. Those called in before 1500 are ready after 1700 the same day.

Main Pharmacy—Refills called into the Main Pharmacy after 0700 are ready after 1100 the **next** duty day.